



RareFind 3 Solutions to Frequent Problems

Problem

"I am not able to see the entire RareFind window on my screen, nor can I "move" the screen"

Solution

RareFind 3 has been optimized for a screen resolution of 1024 x 768. The instructions are basically the same for all supported Windows operating systems, but may vary a bit. To change your screen resolution, right click anywhere on the background of our monitor and click on "Properties." Click on the "Settings" tab. In the "Screen area" drag the slider until 1024 x 768 pixels displays.

Click "Apply" ... click "OK" click "Yes" and, finally, click "OK" to close the dialog.

This will change the display for all your programs that you use.

Problem

"When installing the program (from the autostart) the installation is terminated with a message stating that the operating system is not adequate."

Solution

This problem is related to the install routine for users running Windows XP. CNDDDB staff will send you a new CD. Please submit a Bug Report Form from <http://www.dfg.ca.gov/whdab/pdfs/RFBugReport.pdf> stating the problem along with the requested information.

If you receive this message and are not running Windows XP, submit a Bug Report Form with the requested information so that we can begin investigating the problem.

Problem

Error message is "Cannot update the cursor"

The user must have permission to write to the CNDDDB3 folder.

Solution

Look on the CNDDDB3 directory permissions. If only the "Administrator" has permissions to the directory "CNDDDB3" then the Administrator must grant the users access to the CNDDDB3 directory.

Simply add the users that need access to the program to the permissions list of the directory "CNDDDB3".

Go to C:\CNDDDB3 and right-click on the directory, click properties.

Click the security tab;

Add the user(s) and have the user(s) try the program again. It should work.